



Memorandum

#11-135

TO: WIC Regional Directors
WIC Local Agency Directors

FROM: Linda Brumble, Unit Manager
Nutrition Education/Clinic Services Unit
Nutrition Services Section

DATE: October 14, 2011

SUBJECT: Important Updates to October 2011 NECS Qwest Training Schedule

Effective October 19, 2011, the **Qwest Web Conferencing System** will change to **CenturyLink Web Conferencing**. Therefore, the Nutrition Education/Clinic Services (NECS) classes scheduled for October 19 and beyond have new login codes and new toll-free telephone numbers. To avoid any further confusion, all WIC staff training via the CenturyLink Web Conferencing System will be referred to as **NECS Online Staff Training**. An updated NECS Online Staff Training class schedule is attached to this memo, and **new login instructions** are provided below.

If you are interested in participating in a NECS Online Staff Training session, you must follow the instructions below. The NECS Online Staff Training and the IDL network are two distinct and separate training systems. Technical assistance during a NECS Online Staff Training is provided via a CenturyLink customer service representative at **1-800-485-0844**.

NECS Online Staff Training – Instructions for Login

NOTE: Online staff training can be used at any facility where you have a phone and a PC with internet connectivity.

First, log in on the phone:

1. Call the toll-free phone number listed on the schedule with the class you want to attend.
2. Enter the participant passcode (including the pound sign (#) that follows) listed with the class you want to attend.
3. You will be put in the “waiting room” until the session starts.

Then log in via your computer and your Web Browser (Internet Explorer, Firefox, Safari, etc.):

1. The login starts from the web page listed with the class you want to attend.
2. Enter this web page address into your internet browser, and a meeting login screen will appear.
 - a. Click the “Guest” tab.
 - b. Enter your name and email address, and click “Join Meeting.”
 - c. Click “I’m Already Dialed In.”

#11-135, Important Updates to October 2011 NECS Qwest Training Schedule

October 14, 2011

Page 2

Plan on joining the meeting at least 15 minutes early in order to deal with any technical difficulties you may encounter. To contact the Help Desk during a conference, simply press “*0,” or contact CenturyLink Customer Support at 1-800-485-0844. If you experience technical difficulties during the training, please use the following prompts on your telephone:

- Press *1 to hear a help menu.
- Press *6 to mute or “unmute” line.
- Press *4 to increase meeting volume.
- Press *7 to decrease meeting volume.
- Press *5 to increase your voice volume.
- Press *8 to decrease your voice volume.

If you have any questions or require additional information, please contact Yolanda Baz Dresch, IDL Studio Manager, Nutrition Education/Clinic Services Unit, at (512) 341-4443 or yolanda.bazdresch@dshs.state.tx.us.

Attachment

Nutrition Education & Clinic Services Online Staff Training October 2011 - Technical Assistance 1-800-485-0844

Class Title and Web Address	Date	Time	Participant Passcode (Include #)	Toll-Free Phone Number
VENA Tools of the Trade To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/VENAToolsoftheTrade Instructor: Frances Diep, RD, LD Frances.Diep@dshs.state.tx.us	Wed Oct. 19	12:00 pm	5123414584#	1-877 820-7831
Communicating with Low Literature To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/CommunicatingwithLowLiterature Instructor: Erin Thornberry Erin.Thornberry@dshs.state.tx.us		1:00 pm	5123414580#	1-877 820-7831
How Children Develop Food Preferences To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/FoodPrefs Instructor: Kaylene Thompson, RD Kaylene.Thompson@dshs.state.tx.us	Thu Oct. 20	11:00 am	5123414512#	1-877 820-7831
Help your Child Have a Healthy Weight: A CCNE Lesson Backgrounder To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/HelpYourChildHaveHealthyWeight Instructor: Debbie Lehman, PhD, RD, LD Debbie.Lehman@dshs.state.tx.us		11:00 am	5123414517#	1-877 820-7831
A Healthy Media Diet: A CCNE Lesson Backgrounder To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/HealthyMediaDiet Instructor: Hildreth England, RD, LD Hildreth.England@dshs.state.tx.us	Tue Oct. 25	11:00 am	5123414509#	1-877 820-7831
High Risk RD Quarterly "Hot Topic" – Food Allergies To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/HotTopicFoodAllergy Instructors: Kaylene Thompson, RD Leona Duong, RD, LD Kaylene.Thompson@dshs.state.tx.us Leona.Duong@dshs.state.tx.us		12:00 pm	5123414512#	1-877 820-7831

Nutrition Education & Clinic Services Online Staff Training October 2011 - Technical Assistance 1-800-485-0844

Class Title and Web Address	Date	Time	Participant Passcode (Include #)	Toll-Free Phone Number
March of Dimes, WIC Info Session To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/MODWICInfoSession Instructors: Matt Harrington, MS, RD, LD Kim Petrilli, MSPH, MSW Matt.Harrington@dshs.state.tx.us	Wed Oct 26	10:00 am	5123414509#	1-877 820-7831
CCNE Lesson Development To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/CCNELessonDevelopment Instructor: Meghan Coffey Meghan.Coffey@dshs.state.tx.us		11:00 am	5123414514#	1-877 820-7831
Choose My Plate To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/MyPlate Instructor: Angela Gil, RD, LD Angela.Gil@dshs.state.tx.us		12:00 pm	5123414590#	1-877 820-7831
High Risk RD Quarterly “Hot Topic” – Food Allergies To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/HotTopicFoodAllergy Instructors: Kaylene Thompson, RD Leona Duong, RD, LD Kaylene.Thompson@dshs.state.tx.us Leona.Duong@dshs.state.tx.us	Thu Oct. 27	12:00 pm	5123414512#	1-877 820-7831
Motivating for Behavior Change To attend this class, log in at: http://stateoftx-dshs.qwestccc.com/QwestWeb/MotivatingForBehaviorChange Instructor: Frances Diep, RD, LD Frances.Diep@dshs.state.tx.us	Mon Oct 31	12:00 pm	5123414584#	1-877 820-7831